

# Resolving Wage and Contribution Errors – Employer User QRG

## Resolving Wage and Contribution Errors – Employer User

Use the *Resolving Wage and Contribution Errors – Employer User Quick Reference Guide (QRG)* to aid in viewing and resolving wage and contribution errors in the Employer Reporting and Maintenance (ERM) application.

If a wage and contribution transaction entered into ERM contains errors, it is placed in the Exception Queue. Errors must be corrected before payment for the transaction can be processed. There are two ways errors can be resolved:

1. The Exception Queue
2. Through the Submission Reports section of the ERM application

### Resolving Wage and Contribution Errors Topics Covered:

- Viewing and Resolving Wage and Contribution Errors via the Exception Queue
- Viewing and Resolving Wage and Contribution Errors via the Submission Reports Section

## Viewing and Resolving Wage and Contribution Errors via the Exception Queue

### To view the Exception Queue:

1. Select the appropriate Submission Unit from the grid and click the **Next** button to access the Home Dashboard for the selected Submission Unit.
2. Click the applicable hyperlink in the “Exception Type” column of the Exceptions Summary section. The exception then displays in the appropriate Exception Queue tab for the selected hyperlink (Figure 1).

Wage and Contribution or Adjustment		Settlement		Member Enrollment		Member Maintenance	
Transaction Type	Report Id	Last Name	PID	SSN	Payroll Date	Error(s)	Action
W & C	1007	Law	12345	***-**-2345	8/22/2011	A-10-Total wage dollars times mandatory contribution percentage must be equal to total mandatory contribution M-90-Member's pay period start date is not within 1 business day of their last pay period end date, except for members within Submission Units who have designated having an Alternative Pay Schedule and who are not reported by the State of Indiana	Resolve

Figure 1: Wage and Contribution or Adjustment Exception Queue

### To resolve an error:

1. Click the applicable *Resolve* hyperlink in the “Action” column of the table. A transaction summary opens (Figure 2).
2. Locate the data field(s) containing errors.
3. Type the corrected information into the field(s).
4. Click the **Save and Revalidate** button to re-submit the transaction for validation against a set of business rules.
5. Once the transaction passes validation, process the transaction for payment by accessing the Submission Reports section of the ERM application.

Report Id	1004	<b>Transaction 1004 has the following errors</b>	
Report Status	Validated	General error : A-10-Mandatory contributions do not total 3.0% of reported wages.	
Report Type	W & C	Field Wages Voluntary Pre-Tax Contribution with value 0.0 has the error : CV-65-The member's vol. pre-tax contrib. is not equal to the elected percentage applied to the wages.	
Transaction Status	Failed with Errors		
Payroll Date	1/28/2011		
Transaction Id	1004		
Hire Date	5/6/2008		

  

Last Name	Patterson	Last Day in Covered Position	
View	SSN ***-**-6789	Last Day in Pay	
Pension ID	000978247	Last Check Date	
Period Start Date	1/15/2011	Severance Wages	
Period End Date	1/28/2011	Severance - Mandatory Pre-Tax Contribution	
Wages	1000	Severance - Mandatory Post-Tax Contribution	
Wages - Mandatory Pre-Tax Contribution		Severance - Voluntary Pre-Tax Contribution	
Wages - Mandatory Post-Tax Contribution	50	Severance - Voluntary Post-Tax Contribution	
Wages - Voluntary Pre-Tax Contribution		Severance - Employer Contribution Share	
Wages - Voluntary Post-Tax Contribution			

Figure 2: Transaction Summary

**NOTE:** If there are items in the Exception Queue for 30 days or more, you will not be able to submit wage and contribution reports for payment until those items are resolved.

# Resolving Wage and Contribution Errors – Employer User QRG

## Viewing and Resolving Wage and Contribution Errors via the Submission Reports Section

### To view exceptions via the submission reports section:

1. Choose “Wage and Contribution” from the left-hand side Navigation Menu. Choose “Submission Reports” from the drop-down menu.
2. Select the appropriate Submission Unit. Click the **Next** button to access the *Home* page for the selected Submission Unit.

**NOTE:** Only the Submission Units that you have access to view will appear in the grid.

3. Use the search fields in the top section of the *Search Reports* screen (Figure 3) to locate a specific submission report.
4. Click the applicable *View* hyperlink in the “Action” column of the grid. The *Report Summary* screen opens (Figure 4).
5. Select the appropriate Validation Results line, and then click the *View* hyperlink in the “View” column.

Report Number	Payroll Date	Report Type	Report Status	Status Date	Total Due	Action
1111	08/31/2011	Adjustment	Validated	8/26/2011	0	View
1006	08/23/2011	Adjustment	Validated	8/23/2011	0	View
1007	08/22/2011	Regular Wage and G	Validated	8/22/2011	86934.5	View
1006	08/22/2011	Regular Wage and G	Validated	8/22/2011	951.56	View
1037	08/17/2011	Settlement Adjustme	Validated	8/23/2011	50	View

**Report Summary**  
Report Number: 1007  
Total Mandatory Contributions: 10255  
Total Employee Share: 75135  
Total Wages: 399.87  
Total Voluntary Contributions: 464.5  
Total Due: 86934.5  
Total Members: 1  
Total Transactions: 1

Figure 3: Search Reports Screen

### To resolve errors via the submission reports section:

1. Click the *Resolve* hyperlink in the “Resolve” column of the appropriate Validation Results line (Figure 4). The *Resolve Transactions* screen opens.
2. Review the transactions in the grid on the *Resolve Transactions* screen.
3. Click the *Resolve* hyperlink next to the transaction you wish to resolve. An error summary opens (see Figure 2 on page 1).
4. Locate the data field(s) containing error(s).
5. Type the corrected information into the field(s).
6. Click the **Save and Revalidate** button. The transaction screen closes, and you return to the *Resolve Transactions* screen.
7. Once the updated transaction(s) passes validation, it will appear in both the ‘Transactions that Passed Validations’ and the ‘Transactions that Passed Validations and Have Not Been Submitted for Payment’ rows in the Validation Results grid on the *Report Summary* screen. Once the transaction appears in these two rows, you may process the transaction for payment by clicking the **Process for Payment** button.

	Mandatory Pre-Tax Contributions	Mandatory Post-Tax Contributions	Voluntary Pre-Tax Contributions	Voluntary Post-Tax Contributions	Employer Contribution Share
Wages	300	0	0	0	80
Severance Wages	0	0	0	0	0

TotalFspWag: 0    TotalHepCon: 0    TotalTransProcessed: 1  
TotalFspCon: 0    TotalMembers: 1

Validation Results	Number	View	Resolve
Transactions That Passed Validations	0		
Transactions That Passed Validations With Warnings Only	0		
Transactions That Failed Validations With Errors Only	0		
Transactions That Failed Validations With Errors and Warnings	1	View	Resolve
Total Transactions Processed	1		
Transactions That Passed Validations and Have Been Submitted for Payment	0		
Transactions That Passed Validations and Have Not Been Submitted for Payment	0		

Figure 4: Report Summary Screen

**NOTE:** If there are items in the Exception Queue for 30 days or more, you will not be able to submit wage and contribution reports for payment until those items are resolved.